

# Cancellation policies

## EARLY DEPARTURES

The obligation that the customer assumed during the booking process is to present himself at the hotel and use all booked services; failing this, the customer will be required to pay compensation to the Hotel.

Since the early departure constitutes a breach of the contract between the Hotel and the client, the Hotel will request an amount of money as compensation (the indemnity may also be withheld from the deposit or from the card given as a guarantee) equal to the used period of stay and amount of penalty up to 3 overnight stays (unless otherwise agreed between the parties in advance, or for non-refundable bookings).

## CANCELLATION OF THE STAY

It is possible to cancel the reservation without penalty up until 5 days before arrival (unless otherwise agreed between the parties in advance, or for non-refundable bookings); after which the amount of the deposit paid or the pre-authorized sum will be charged.